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TO: Economic Support Supervisors
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Training Staff
Child Care Coordinators
W-2 Agencies
Workforce Development Boards
Job Center Leads and Managers

FROM: Amy Mendel-Clemens
Technical Assistance, Training and
Education Section
Bureau of Eligibility Management
Division of Health Care Financing

BEM/DWS OPERATIONS MEMO

No: 05-18

DATE: 05/27/2005

FS	<input checked="" type="checkbox"/>	MA	<input checked="" type="checkbox"/>	SC	<input type="checkbox"/>
CTS	<input type="checkbox"/>	CC	<input checked="" type="checkbox"/>	W-2	<input checked="" type="checkbox"/>
FSET	<input type="checkbox"/>	EA	<input type="checkbox"/>	CF	<input type="checkbox"/>
JAL	<input checked="" type="checkbox"/>	JC	<input type="checkbox"/>	RAP	<input type="checkbox"/>
WIA	<input type="checkbox"/>	Other	EP	<input type="checkbox"/>	★

PRIORITY: HIGH

SUBJECT: New Electronic Payment Option for the Repayment of Public Assistance Debts

CROSS REFERENCE: None

EFFECTIVE DATE: June 1, 2005

PURPOSE

This memo announces and explains the new process of accepting electronic payments (ePayments) for public assistance overpayment claims. The ePayment process can be used to repay amounts owed for AFDC, Child Care-Client, Child Care-Provider, FoodShare, Job Access Loan, Medical Assistance, and W-2 claims.

BACKGROUND

The State of Wisconsin Controllers Office conducted a study in 2003 on ePayments. The study found that ePayments are the most cost effective way for the state to accept payments. The Public Assistance Collection Unit (PACU) developed this application in an attempt to minimize costs and use staff time more efficiently.

POLICY

The ePayment process is a new, additional way to accept repayments from customers for public assistance debts. It also allows Child Care-Providers to make payments electronically.

County/Tribal human service agencies, W-2 agencies and the Public Assistance Collection Unit will still be posting repayments as they currently do in CARES. The use of the ePayment system requires no additional work for county/tribal human service agencies and W-2 agencies. It is simply an additional collection tool to assist clients in repaying their claims for overpayment of public assistance. The following are all key items in the use of the ePayment system:

- When speaking with customers please inform them of this payment option and give them the Web address.
- ePayments are made on the internet through the DWD ePayment Center.
- This process is voluntary.
- Payees (clients or child care providers) need a checking account and access to the internet to make an epayment.

All ePayments work like paper checks. It is a paperless, secure and an easy way for clients/providers to make payments on their debts. The payee gives US Bank their bank name and account number and then US Bank electronically retrieves the money from the payee's checking account.

On the Web site, there are instructions for first time users, contact information for the Public Assistance Collection Unit for questions or problems and an interface with CARES to get current debt balances and update address information before making a repayment. The payee must have their CARES PIN or provider number, which is listed on the repayment agreement, to access the system. Debts are displayed for the payee by program. Programs with more than one claim have a balance displayed that includes all claims of that program type. The payee may make a payment toward any debt displayed, including multiple programs at one time. When a payee enters an amount in one or more payment fields, the total payment entered is displayed for them at the bottom of the page. All ePayments will be recorded in CARES by the Public Assistance Collection Unit.

PACU ePayment Site

DWSPACUReceiving - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Media Print Mail News RSS Feeds

Address <http://acc.dwd.wisconsin.gov/EReceiving/DWSPACUReceiving.aspx> Go Links >>

Please enter either your PIN or Provider Number to access your debt information.

The payment page in US Bank will show only your total payment. If you have a debt for more than one program type, it will not separate the payment. If you would like to keep track of your payments by program, please print this page and refer to your repayment summary that you will receive by mail at the beginning of each month after a payment has been made.

Note: Balances shown above may not reflect recent payments that have yet to be recorded in our computer system.

Payment Information

PIN: or Provider Number: Find Reset

Name: JANE BVTEST

Address: MAIN MILWAUKEE , WI 53704

New Address:

City: State:
Zip:

Child Care Claims	Balance: \$88.00	Payment: \$10.00
Food Stamp Claims	Balance: \$110.00	Payment: \$10.00
Medical Assistance Claims	Balance: \$90.00	Payment: \$10.00
W-2 Claims	Balance: \$673.00	Payment: \$10.00
Total	Balance: \$961.00	Payment: \$40.00

Print Make Payment Check Account Status

Done Internet

Start In... C... C... O... H... O... D... 2:04 PM

Recurring payments can be set up through the ePayment Center so that the same payment is taken from the payees account every month. **The payee must monitor these transactions as they are responsible to stop the recurring payments when their balance is paid in full.**

The state cannot access their information to stop a recurring payment. The client is sent a repayment summary from CARES every month a payment is made with updated balances until the claims are paid in full.

After the claim has been established, the client must still fill out and return a repayment agreement to the county/tribal human service agency, W-2 agency or to the Public Assistance Collection Unit. If a repayment agreement is not returned, it may cause the debt to become delinquent, and further collection action may occur. Even if payments are made every month, a claim will go delinquent if the repayment agreement is not entered in CARES.

CARES benefit recovery notices have been changed to reflect the acceptance of ePayments and give clients the link to the DWD ePayment Center. The Web address for the ePayment Center is <http://dwd.wisconsin.gov/epayment/> ePayments will be designated in CARES as a payment type ACH. This is a new payment type used exclusively for ePayments and is for state use only since the Public Assistance Unit records all ePayments.

CONTACTS

Public Assistance Collection Unit for customers with questions or problems using the ePayment Web site at 1-800-943-9499

BHCE CARES Information & Problem Resolution Center

★Program Categories – FS – FoodShare, MA – Medicaid, SC – Senior Care, CTS – Caretaker Supplement, CC – Child Care, W-2 – Wisconsin Works, FSET – Food Stamp Employment and Training, CF – Children First, EA – Emergency Assistance, JAL – Job Access Loan, JC – Job Center Programs, RAP – Refugee Assistance Program, WIA – Workforce Investment Act, Other EP – Other Employment Programs.